Section 5.2b - Menu of Services (by Federal SSP).xls
(Please contact SSP for details)

Service Offering	Federal SSPs			
	BPD ARC	DOI NBC	DOT FAA	GSA FISC
Technology Hosting and Administration				
IT Infrastructure Software Supported				
Operating system(s)	Linux	Mainframe, UNIX, Linux	Mainframe, UNIX, Linux, Microsoft	Microsoft, Unix, Linux
Database management system(s)	Oracle	Oracle	Oracle	Oracle, SQL
Middleware software		Oracle Application Server, tuxedo,web methods	Oracle 9iAS/10gAS	Oracle Application Server, tuxedo,web methods, weblogic
IT Hosting				
Hardware				
Hardware procurement	x	x	x	x
Hardware installation (and testing)	x	x	x	x
Hardware upgrades (and testing)	x	x	x	x
Power backup redundancy	x	x	x	x
Network				
Network management (within center)	x	x	x	x
Network monitoring (within center)	x	x	x	x
Network redundancy		x	x	x
Continuity Planning				
Full system backups and restores		x	x	x
Mirrored site	x	x		x
Site Disaster Recovery Plan (DRP) and Continuity of Operations Plan (COOP)	x	x	x	x
Site DRP and COOP testing	x	x	x	x
IT Administration Services				
Infrastructure Software Management (i.e. operating system, communications, database, middleware) (usually included in IT Hosting)				
Infrastructure software setup, configuration (and testing)	x	x	x	x
Infrastructure software patch installations (and testing)	x	x	x	x
Infrastructure software maintenance (upgrades) (and testing)	x	x	x	x
Server and Database Administration				
Server administration and performance tuning	x	x	x	x
Administration of separate environments for testing, training, development	x	x	x	x
Job Scheduling (non-application-specific)	x	x		x
Database administration and performance tuning	x	x	x	x
Data replication	x	x		x
Database backups	Nightly; 2 weeks onsite storage	Nightly (database only); Weekly cold pack (total application/database)	Nightly - incremental data; Weekly - full back up of data, application and system files	Nightly - incremental data; Weekly - full back up of data, application and system files
Continuity Planning				
DRP and COOP plan for IT infrastructure administration	x	x	x	x
DRP and COOP testing for IT infrastructure administration	x	x	x	x
IT Security Services				
Setup and maintenance of network security software (often included as part of IT Hosting)	x	x	x	x
Setup and maintenance of server/operating system security software (often included as part of IT Hosting)	x	x	x	x
Setup and maintenance of database security software (often included as part of IT Hosting)	x	x	x	x
Security monitoring of network	x	x	x	x
Security monitoring of server/operating system	x	x	x	x
Security monitoring of database	x	x	x	x
Intrusion detection and response	x	x	x	x

Section 5.2b - Menu of Services (by Federal SSP).xls
(Please contact SSP for details)

Service Offering	Federal SSPs			
	BPD ARC	DOI NBC	DOT FAA	GSA FISC
Computer security training as required by FISMA	x	x	x	x
Security control audits	x	x	x	x
Systems certification and assessments	x	x	x	x
Security Administration				
Network User IDs and password resets	x	x	x	x
Server User IDs and password resets	x	x	x	x
Database User IDs and password resets	x	x	x	x
Customer Support Services				
Tier 1 Support	x	x	x	x
Tier 2 Support	x	x	x	x
Tier 3 Support	x	x	x (specifically for IT infrastructure and vendor management)	x
Help desk hours	(7:30 am-6:00 pm EST)	6:00am-6:00pm MT (Monday-Friday)	6:00am - 9:00pm EST (Monday - Saturday)	7:30am - 7:30pm EST (Monday - Friday). Flexibility to change to meet customer needs
Technical support hours	6:00 am-5:00 pm EST, 24 hr on-call	24/7/365	Mon-Sat 6am - 9pm EST, 24 hour on call	24/7/365
Call logging	x	x	x	x
On-line customer support	x(via email)	x	x	x
Incident management	x	x	x	x
Network Services				
Able to arrange for network services to hosting center		x	x	x
Network management (from hosting center to agency)		x	x	x
Network monitoring (from hosting center to agency)		x	x	x
Application Management Services				
Financial Application Software Supported				
Financial management software	Oracle Federal Financials (BE, GL, PO, AP, AR, FA, SysAdm) + multi-org func.	Oracle Federal Financials, Federal Financial Systems (FFS), Momentum Financials	Oracle Federal Financials (BE, GL, PO, AP, AR, FA, SysAdm) + multi-org func.	Momentum Financials +
Years supporting financial management software listed above	5 yrs	Oracle - 5 yrs Momentum - 5 yrs FFS - 20 yrs	6 yrs	6 yrs
Web enabled financial management software	x	x	x	x
Reporting software	Oracle Discoverer (viewer and end user) real-time reporting and data warehouse for legacy data	Data warehouse - Oracle Discoverer (viewer and end user), Data warehouse - Hyperion	Web reports & Oracle embedded data warehouse	Data warehouse - Business Objects, Hyperion, Oracle Discoverer
Ad-hoc reporting capabilities available to users	x	x	x DISCOVER	x
Application availability	6:00 am-11:30 pm EST	24/7/365 (except scheduled maintenance 6:00pm MT Sat - 4:00am MT Sun.	Mon-Sat 6am - 9pm EST	24/7/365 (except scheduled maintenance)
Interfaces Supported				
Operation of custom interfaces	x	x	x	x

Section 5.2b - Menu of Services (by Federal SSP).xls
(Please contact SSP for details)

Service Offering	Federal SSPs			
	BPD ARC	DOI NBC	DOT FAA	GSA FISC
eLearning	x (although non-interactive)			
eTravel	x (Northrop Grumman GovTrip)	x (Northrop Grumman GovTrip, CW Government Travel E2 Solutions, EDS Fedtraveler.com)	x (Northrop Grumman GovTrip)	x (CW Government Travel E2 Solutions) GSA can provide interfaces to Northrop Grumman GovTrip or EDS Fedtraveler.com to meet new client requirements)
Travel Advance Offset	x	x	x	x
ePayroll	x (NFC, GSA, DFAS, NBC)	x	x (NBC (FPPS), NFC)	x (GSA FISC is an ePayroll provider; we also offer interfaces to all other providers)
Purchase card	x (Citidirect)	x	x (Bank of America, US Bank)	x
Vendor registration	x (CCR)	x		x
Interagency collections	x (IPAC)	x	x	x
U.S. Treasury disbursements	x (SPS)	x	x	x
Procurement (requisitions, obligations)	x (Compusearch PRISM)	x (IDEAS, Momentum Acquisitions)	x (Compusearch PRISM)	x (Momentum Acquisitions)
GSA Supply	x	x	x	x
GSA Motor Pool		x	x	x
Third Party Pay		x	x	x
Investments	x (FedInvest)			
Grants	x (HHS Pymt Mgmt System)		x (FHWA, FTA & other DOT systems)	Not currently but could provide
IRS 1099 Data	x (1099Pro)	x (within system)	x (within system)	x (within system)
Fixed assets		x		
Application Management				
Application Software Management				
Application software installation (and testing)	x	x	x	x
Application software patch installations (and testing)	x	x	x	x
Application software maintenance (upgrades) (and testing)	x	x	x	x
Configuration management	x	x	x	x
Application Performance Management				
Application performance tuning (and testing)	x	x	x	x
Job scheduling within the application	x	x	x	x
Continuity Planning				
Application Disaster Recovery Plan (DRP) and Continuity of Operations Plan (COOP)	x	x	x	x
Application DRP and COOP testing	x	x	x	x
Application Security Administration				
Application security setup	x	x	x	x
Security monitoring of application	x	x	x	x
Application User IDs and password resets	x	x	x	x
Application Software Development				
Change request management	x	x	x	x
Release management	x	x	x	x
Coding and unit testing of software bug fixes	x	x	x	x

Service Offering	Federal SSPs			
	BPD ARC	DOI NBC	DOT FAA	GSA FISC
Software design of enhancements, extensions and interfaces	x	x	x	x
Software development and unit testing of enhancements, extensions and interfaces	x	x	x	x
Design of canned reports	x	x	x	x
Development and unit testing of canned reports	x	x	x	x
Design of custom reports	x	x	x	x
Development and unit testing of custom reports	x	x	x	x
Application Data Management				
Records maintenance within the application	6 yrs 3 mos	x	x	x
Records maintenance outside the application (archived)				x
Document imaging system support			x	x
Business Process Services				
Transaction Processing - Core Financial Management				
General ledger processing	x	x	x	x
Budget execution document processing	x	x	x	x
Funds Management				
Processing spending transactions (commitments, obligations, etc.)	x	x	x	x
Certifying funds availability	x	x	x	x
Payment Management				
Maintaining vendor information	x	x	x	x
Processing accounts payable transactions	x	x	x	x
Processing commercial vendor invoices	x	x	x	x
Recording disbursements	x	x	x	x
Issuing disbursements	x	x	x	x
Receivables Management				
Maintaining customer information	x	x	x	x
Processing accounts receivables transactions	x	x	x	x
Cost management processing	x	x		x
Funds Balance with Treasury management				
Confirming payments	x	x	x	x
Preparing 224s and/or 1219/1220s	x	x	x	x
Reports processing				
Preparing and analyzing financial statements	x	x	x	x
Generating internal management reports (monthly and annual reports)	x	x	x	x
Financial Management Services				
Financial Management Analysis				
GL reconciliation	x	x	x	x
Analysis to support OMB/congressional inquiries	x (Full Budget Service (FBS))		x	x
Audit support	x	x	x	x
Budget Formulation/Preparation				
Budget formulation	x (Full Budget Service (FBS))			
Establish budget projections	x (Full Budget Service (FBS))			
Budget preparation and submission	n\a			
SF-132 preparation	x (Full Budget Service (FBS))		x	

Section 5.2b - Menu of Services (by Federal SSP).xls
(Please contact SSP for details)

Service Offering	Federal SSPs			
	BPD ARC	DOI NBC	DOT FAA	GSA FISC
Initial operating plans (fund/BOC allocations) preparation	x (Full Budget Service (FBS))		x	
Budget reviews	x Quarterly (FBS)			
Continuity Planning of Business Services				
Services Disaster Recovery Plan (DRP) and Continuity of Operations Plan (COOP)	x	x	x	x
Services DRP and COOP testing	x	x	x	x
Systems Implementation Services				
Third-Party Implementation/Advisory Services			**x**	**x**
Project Management Support				
Program charter	x		x	x
Master work plan	x	x	x	x
Project oversight/Steering committee meeting	x	x	x	x
Risk management plan and tracking	x (6 years 3 months)	x	x	x
Change Management plan			x	x
Status reporting	x	x	x	x
Requirements Analysis				
Detailed business process and functional requirements, including accounting structure, roles and responsibilities, data validation rules, spending controls)	x	x	x	x
Technical requirements	x	x (all credit cards)	x	x
Security requirements	Awaiting info from SSPs	Awaiting info from SSPs	Awaiting info from SSPs	x
Training requirements	Awaiting info from SSPs	Awaiting info from SSPs	Awaiting info from SSPs	x
Capacity planning requirements	x	x	x	x
Gap Analysis	Awaiting info from SSPs	Awaiting info from SSPs	Awaiting info from SSPs	x
Business Process Management				
Business process re-engineering	x		x	x
Application system configuration	x	x	x	x
Systems Migration Management				
Transition planning	x	x	x	x
Pre-conversion data cleanup				x
Data conversion	x	x	x	x
Data archiving (for data not converted)	x (will be implementing this year)	x		can offer, depending upon client requirements
System deployment	x	x	x	x
Testing (including Test Scenario Development)				
System testing	x	x	Potential Services	x
Business process testing			x	x
Regression testing	x	x	x	x
User Acceptance Testing (UAT)	x	x	x	x
Integration/End-to-end testing	x	x	x	x
System Performance testing (Load testing)	x	x	x	x
Conversion testing	x	x	x	x
Migration dry run testing	x	x	x	x
Internal Verification and Validation (IV&V) audit	x	x	SAS-70 Sept 2005 + annual updates	x

Service Offering	Federal SSPs			
	BPD ARC	**DOI NBC**	**DOT FAA**	**GSA FISC**
Certification and Accreditation Testing	x	x	x	x
Training Services				
User training plan	x	x	x	x
System training	x	x	x	x
Financial management internships		x (FM, Acq., etc.)	x	x
Additional Professional Services				
Travel Services				
TDY Travel System				
Travel system setup and maintenance	x (Northrop Grumman GovTrip)	x (all systems offered on GSA schedule)	x (Northrop Grumman GovTrip)	x (all systems offered on GSA schedule)
Travel system training	x	x	x	x
Archiving of travel data	x (6 years 3 months)	x	x	x
Customer travel web page	x		x	x
Customer service call center	x (M-F 7:00am-6:00pm EST)	x (6:00am-6:00pm MT (Monday-Friday))	x	x, per customer requirements
Travel Services and Transaction Processing				
Travel FTR/Policy Guidance	x		x	x
Travel charge card administration	x	x (all credit cards)	x	x
Travel contracts (Travel Management Center)	x	x		x
Travel payment	x	x	x	x
Travel collections	x	x	x	x
Reconciliation of charges and payment of centrally billed accounts	x	x	x	x
Travel post-payment auditing	x	x	x	x
Travel interface transaction-level reconciliation	x	x	x	x
Travel reports	x	x	x	x
Relocation Travel Services				
Relocation System hosting and administration	x (MoveLinq)	x (all systems offered on GSA schedule)		
Relocation Services (counseling, authorization, vouchers, tax witholdings, IRS payments, W-2 and RITA)	x	x	x	x
Relocation Services Payments including third party	x	x	x	x
Procurement				
Procurement software supported	x (Compusearch PRISM)	x (Compusearch PRISM, Momentum, and Oracle)	x (Compusearch Prism)	x (Momentum)
Procurement Software Technology Hosting and Administration	x	x		
Procurement Software Application Management	x	x		
Procurement Business Process Services				
Procurement (Acquisitions) transaction processing	x	x	x (Compusearch Prism)	x
Cost negotiation and contract cost review	x	x	potential service	x
Large contract award and administration	x	x	potential service	x
Simplified acquisition award and administration	x	x	potential service	x
Purchase and fleet card program administration	x	x		x
Procurement Software Implementation Services	x	x		
Fixed Assets				

Section 5.2b - Menu of Services (by Federal SSP).xls
(Please contact SSP for details)

Service Offering	Federal SSPs			
	BPD ARC	DOI NBC	DOT FAA	GSA FISC
Fixed assets software supported	x (Oracle Fixed Assets)	x (Maximo. Also willing to maintain other systems that larger customers may decide to use (e.g. Sunflower, etc.))	x (Oracle Fixed Assets)	x (Momentum and Maximo)
Fixed Assets Software Technology Hosting and Administration	x	x		
Fixed Assets Software Application Management	x	x		
Fixed Assets Business Process Services				
Fixed Assets transaction processing	x	x (Maximo, Momentum and Oracle)	x	x
Property Management		x	x	x
Fixed Assets Software Implementation Services	x	x		